



# Candidate Experience Highlights

Here to give you insights into your  
ClearStar Platform.

**HERE TO SUPPORT YOU.**

Our knowledge centers offer a variety of  
tools and accessories that enable the  
immediate or delayed sending and receiving  
of information.



# YOUR CANDIDATE EXPERIENCE

We know that candidate experience is a key factor when selecting a background screening partner. Your applicants don't want a confusing mess of data and document requests, and they want to complete their background screening process on the device that is most comfortable for them.

The ClearStar Candidate experience provides a modern, efficient experience for your applicants, ensuring that we gather the required information and consent in a way that is convenient, fast, and easy to use. The transition of ESR clients to the new platform will come with some much requested new functionality- Below are some highlights of the upgraded features:

## Mobile Responsive

Applicants can complete their application using a computer or laptop, smartphone, or tablet- the site is fully[BB1] responsive. There are multiple save points throughout the experience, so the candidate can pause and return to the session to pick up where they left off. [BB1]Hi Rebecca- can you resize these screenshots and put them side by side? Also insert a label indicating the top one "Address Collection- Laptop" and the bottom is "Address Collection- Smartphone"

### Address Collection- Laptop



Address Collection- Smartphone



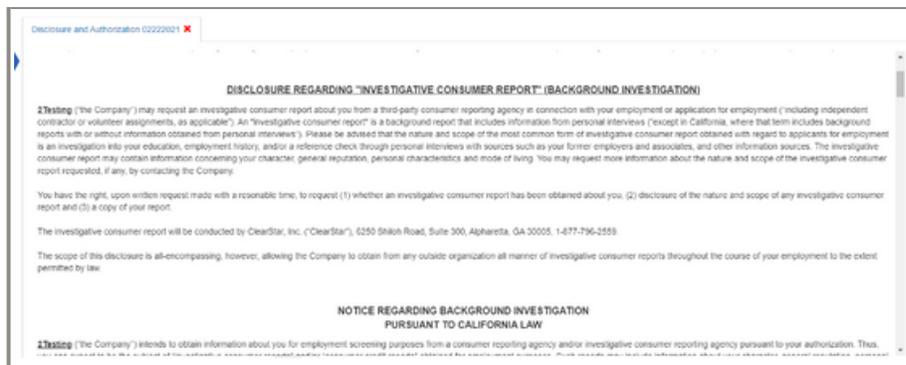
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## Dynamic

Your candidate will only be asked to provide information required to fulfill the services in the package you select. For example: If you're not verifying employment, we won't slow your candidate down by collecting employment history. The process is tailored to your needs and with the applicant's valuable time in mind.

## Compliant

All of the required consent and disclosure forms will be electronically delivered to the candidate, based on their live and work locations. The consents are signed electronically as well, so there are no delays. Your ESR specific customizations will be included in your new account setup so the transition will be seamless.



## Documents

When documents are required for certain background components, or if the candidate wishes to provide supporting documents proactively, the system can allow the candidate to upload files, including in mobile browsers.

## Support

Our Client Support team is available at any time for both you and your candidates to answer any questions you might have about the applicant session. Whether your candidate needs help navigating their session, or you have questions about the candidate process- we're here to help!